

PROGRAM ASSISTANT – SELF-SUFFICIENCY PROGRAM

General Statement of Duties

Performs technical office administration and support of daily functions for self-sufficiency related agency programs.

Distinguishing Features of the Class

An employee in this class conducts intake and outreach duties, technical, clerical, record-keeping and processing duties for the Self-Sufficiency Program operations unit. Work involves considerable contact with customers using tact and discretion while handling sensitive or confidential matters and information, significant interfacing with the communities served, stakeholders and community agency representatives. Work involves general office and program support activities including data entry, reviewing program documents, ensuring compliance with written standards and other duties as assigned. Work also requires strong initiative, sound judgment, the ability to follow oral instructions and teamwork to complete tasks. Work is performed under the regular supervision of the Program Manager and is evaluated through observation, conferences, goal achievement and Significant Incidents that demonstrate job quality, quantity, timeliness and results. Work is formally reviewed, and future goals are set, in an annual performance appraisal.

Behavioral Indicators of Organizational Principles

An Employee in this class, routinely and regularly, behaves in a manner that is consistent with and promotes both the letter and the spirit of the Agency's organizational principles:

- Teamwork – participate responsibly, solve problems, accept and support decisions
- Communication – listen responsibly, exhibit a spirit of openness, share relevant information in a timely and accurate manner, meet the organization's needs
- Quality – be professional and accountable, exceed standards, provide excellent service, strive to satisfy customers
- Respect – recognize boundaries, value diversity, behave in a direct and nonjudgmental manner

Duties and Responsibilities

Essential Duties and Tasks

- Serves as first point of contact for program and responds to program inquiries from applicants, customers and the public
- Completes all screening activities, intake assessments and submits new case assignment recommendations to Program Manager
- Manages waitlists when applicable
- Reviews for accuracy and uses program documentation to prepare and track purchase requisitions and invoices
- Enters technical data into program-specific databases
- Researches and attends events for community engagement and provides outreach for all program service areas utilizing a variety of methods including in-person meetings, social media engagement, newsletters, emails, phone calls, etc.
- Maintains hard copy documentation of applications, screening processes and intake assessments
- Prepares and inspects program files and documentation for accuracy and thoroughness
- Provides general support for and assists with the execution of classes and program meetings across all service areas
- Schedules Customer meetings with Life Works Coaches in remote counties as needed
- Assists Self-Sufficiency Program Manager with daily operations and additional tasks as needed
- Secures access to confidential customer information
- Uses team-based approaches to solving problems

Additional Job Duties.

Performs related duties as required

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

- Comprehensive knowledge of office practices, procedures and office equipment;
- Comprehensive knowledge of and ability to use correct grammar, vocabulary and spelling;
- Comprehensive knowledge of a wide variety of Microsoft Office Suite, Google Suite and electronic devices;
- General understanding of databases and the ability to organize and enter a variety of data into database systems
- Comprehensive knowledge of the Agency's Mission, programs and practices.
- Working knowledge of the agency, programs and operations
- Ability to manage daily workloads and meet critical deadlines with a high degree of accuracy
- Ability to respectfully communicate with people of different cultures and incomes
- Significant knowledge of the causes and conditions of poverty and experience with assessment practices in working with families
- Ability to organize documents and manage time efficiently while maintaining attention to details
- Ability to maintain program documentation in hard copy and electronic formats in an organized manner that ensures compliance with federal and state mandates
- Ability to use basic math skills to compute and assess income eligibility
- Ability and desire to speak to and interface with the public, committees and groups to create relationships with and conduct outreach for the Life Works Program
- Ability to communicate effectively orally and in writing and establish and maintain effective working relationships with employees, supervisors, other department managers, customers and volunteers;
- Ability to handle sensitive information and maintain customer confidentiality
- Ability to work successfully alone or in a collaborative team approach and apply continuous improvement tools and strategies to report results.

Physical Requirements

- Must be able to physically perform the basic life operational support functions of reaching, standing, walking, fingering, grasping, talking, hearing and repetitive motions.
- Must be able to perform sedentary work exerting up to 20 pounds of force occasionally, 10 pounds of force frequently and/or a negligible amount of force constantly to lift, carry, push, pull or otherwise move objects.
- Must possess the visual acuity to work with data and figures, operate a computer and other machines and read extensively.

The physical requirements described here represent those an employee encounters while performing the essential functions of this job. Reasonable Accommodations may be made to enable individuals with disabilities to perform the essential functions of the work

Special Requirements

Must possess a valid North Carolina Driver License

Bi-lingual in Spanish is desired

Education and Experience

High School Diploma or equivalent. Associate's Degree preferred. At least two years of working in social work, community-based programs or office experience preferred.